

SENSOR ADJUST OPERATION FOR REFLECTIVE (BLACK MARK) SENSOR

Use the Transmissive Sensor where there is a black registration mark on the reverse (underside) of the media.

What is a Sensor Adjust?

To ensure accurate feeding of labels, the TEC 7 Series / 8 Series printers attempt to detect the start and end of each label by shining a light onto the reverse of the media and measuring the amount of reflected light on a sensor. Where there is a black mark printed on the reverse of the backing (coinciding with the label gap), less light is reflected back and is registered by the printer as a decreased voltage on the sensor. A sensor adjust operation is a means of calibrating the sensor to make this distinction.

Why do I need to perform a Sensor Adjust?

Because different materials, or even the same materials from different manufacturing batches, may differ in reflectivity. A sensor adjust operation calibrates the printer to detect the light level (within a certain tolerance) that signifies the gap marker for the current media, so a change in media may require recalibration.

When do I need to perform a Sensor Adjust?

Whenever your printer is stopping with the "PAPER JAM" error without there being any apparent obstruction in the media. This is most likely to occur immediately after loading new media but can occur mid-roll.

How do I perform a Sensor Adjust?

By following the simple procedure outlined below.

Action	LCD Display
1. Power off the printer.	
2. Press and hold BOTH the [FEED] and [PAUSE] whilst powering on the printer (then release).	DIAGNOSTICS
3. Press [FEED] repeatedly until ...	SENSOR ADJUST
4. Press [PAUSE] repeatedly until ...	REFL [?.?V] or [REFLECTIVE] ?.?
5. Press and hold [RESTART] until an asterisk appears to the right of the display.	REFL [?.?V]*
6. Check the Voltage: Voltage = 0.0V - see Note 1. Voltage < 1.0V - see Note 2. Voltage > 1.0V - continue.	
7. Press [PAUSE] until ...	SENSOR ADJUST
8. Power off the printer.	
9. Power on the printer.	ONLINE
10. Press the [PAUSE] button.	PAUSE
11. Press and hold the [PAUSE] button for a count of five.	TRANSMISSIVE.
12. Press the [FEED] button (selects the reflective sensor).	REFLECTIVE
13. Press and hold the [PAUSE] button: The printer begins feeding labels - keep the [PAUSE] button depressed until at least four or five labels have fed from the printer then release. If the printer does not begin to feed labels, turn the printer off then begin again from step 5.	PAUSE/REFLECTIVE
14. Press the [RESTART] button.	ONLINE
15. Open the print head and adjust the media to the normal starting position.	
16. Send at least two labels to print.	
17. If the labels print and feed correctly you have successfully completed the operation.	



Note 1: Voltage = 0.0V
The black mark sensor has failed.

Contact Hibiscus for further advice and/or to arrange a repair.

Note 2: Voltage < 1.0V
The black mark is positioned under the sensor **OR** the media you are using has a reflectivity which is below the printer threshold for efficient operation **OR** the sensor unit is failing/has failed.

Move the media an inch or two and try again. If you are still registering a low voltage contact Hibiscus for further advice.